



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Global TelData, LLC
for Filing Period 7/1/2009 to 9/30/2009
Tracking Number 2958

Performance Data - Code Part 730

| | July | August | September | Quarterly Average |
|--|---------|----------|-----------|-------------------|
| A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1) | 1.35 | 1.46 | 1.40 | 1.40 |
| B. Operator Answer Time - Information Section 730.510(a)(1) | 3.05 | 2.91 | 2.70 | 2.89 |
| C. Repair Office Answer Time Section 730.510(b)(1) | 20.00 | 18.60 | 16.03 | 18.21 |
| D. Business or Customer Service Answer Time Section 730.510(b)(1) | 31.15 | 32.03 | 29.12 | 30.77 |
| E. Percent of Service Installations Section 730.540(a) | 95.20 % | 81.20% * | 88.90% * | 88.40% * |
| F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a) | 96.10 % | 95.00 % | 98.10 % | 96.40 % |
| G. Trouble Reports per 100 Access Lines Section 730.545(a) | 5.20 | 4.80 | 5.30 | 5.10 |
| H. Percent Repeat Trouble Reports Section 730.545(c) | 3.85 % | 4.17 % | 3.77 % | 3.93 % |
| I. Percent of Installation Trouble Reports Section 730.545(f) | 4.76 % | 12.50 % | 11.10 % | 9.45 % |
| J. Missed Repair Appointments Section 730.545(h) | 2 | 2 | 3 | 2 |
| K. Missed Installation Appointments Section 730.540(d) | 1 | 3 | 2 | 2 |

Credit due in accordance with Section 732.30(a)

| Out of Service More Than 24 Hours | July | August | September | Totals |
|--|---------|--------|-----------|---------|
| A. Total dollar amount of all customer credits paid | \$40.00 | \$5.00 | \$25.00 | \$70.00 |
| B. Number of credits issued for repairs - 24-48 hours | 0 | 1 | 1 | 2 |
| C. Number of credits issued for repairs - 48-72 hours | 1 | 0 | 0 | 1 |
| D. Number of credits issued for repairs - 72-96 hours | 0 | 0 | 0 | 0 |
| E. Number of credits issued for repairs - 96-120 hours | 0 | 0 | 0 | 0 |
| F. Number of credits issued for repairs > 120 hours | 0 | 0 | 0 | 0 |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |
| H. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(b)

| Failure to Install Basic Local Exchange Service | July | August | September | Totals |
|--|--------|--------|-----------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of installations after 5 business days | 0 | 0 | 0 | 0 |
| C. Number of installations after 10 business days | 0 | 0 | 0 | 0 |
| D. Number of installations after 11 business days | 0 | 0 | 0 | 0 |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |
| F. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(c)

| Missed Appointments | July | August | September | Totals |
|--|--------|--------|-----------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of customers receiving credits | 0 | 0 | 0 | 0 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |